

KCC Fiscal Years 1997 & 2007

Statistical Complaint Data Comparison

	FY1997 # of Complaint Codes	FY2007 # of Complaint Codes	FY1997 % of Total Codes	FY2007 % of Total Codes
Total Complaints for Reporting				
Billing Issues	834	1,354	18.7%	36.7%
Rates/Charges Issues	1,835	209	41.1%	5.7%
Disconnection/Refusal of Service Issues	442	512	9.9%	13.9%
Customer Deposit Issues	49	68	1.1%	1.8%
Meter Issues	45	112	1.0%	3.0%
Telephone Service Issues	595	366	13.3%	9.9%
Quality of Service Issues	253	327	5.7%	8.9%
Company Unresponsive Issues	176	448	3.9%	12.2%
Non-regulated/Miscellaneous Issues	241	289	5.4%	7.8%
Total	4,470	3,685		
Total ELECTRIC Company Complaints for Reporting Period				
Billing Issues	399	441	41.4%	40.2%
Rates/Charges Issues	61	96	6.3%	8.7%
Disconnection/Refusal of Service Issues	247	194	25.6%	17.7%
Customer Deposit Issues	24	38	2.5%	3.5%
Meter Issues	26	47	2.7%	4.3%
Telephone Service Issues	-	-	0.0%	0.0%
Quality of Service Issues	133	110	13.8%	10.0%
Company Unresponsive Issues	42	110	4.4%	10.0%
Non-regulated/Miscellaneous Issues	30	62	3.1%	5.6%
Total	963	1,098		
Total GAS Company Complaints for Reporting Period				
Billing Issues	235	656	28.5%	46.8%
Rates/Charges Issues	421	62	51.1%	4.4%
Disconnection/Refusal of Service Issues	72	307	8.7%	21.9%
Customer Deposit Issues	10	39	1.2%	2.8%
Meter Issues	18	75	2.2%	5.3%
Telephone Service Issues	1	-	0.1%	0.0%
Quality of Service Issues	28	63	3.4%	4.5%
Company Unresponsive Issues	22	158	2.7%	11.3%
Non-regulated/Miscellaneous Issues	17	42	2.1%	3.0%
Total	824	1,402		
Total TELECOM Company Complaints for Reporting Period				
Billing Issues	167	320	10.5%	26.6%
Rates/Charges Issues	449	50	28.3%	4.2%
Disconnection/Refusal of Service Issues	122	43	7.7%	3.6%
Customer Deposit Issues	16	1	1.0%	0.1%
Meter Issues	-	-	0.0%	0.0%
Telephone Service Issues	492	308	31.0%	25.6%
Quality of Service Issues	90	159	5.7%	13.2%
Company Unresponsive Issues	110	201	6.9%	16.7%
Non-regulated/Miscellaneous Issues	142	122	8.9%	10.1%
Total	1,588	1,204		
Totals By Industry				
Electric	963	1,098	28.5%	29.6%
Gas	824	1,402	24.4%	37.9%
Telecom	1,588	1,204	47.1%	32.5%
Total	3,375	3,704		
Number of Consumer Info Records Created	4,630	3,332		